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NASA Shared Services Center Service Delivery Guide

NSSC-HR-SDG-0033   Revision A

Effective Date: **March 28, 2008**
Expiration Date: **March 28, 2013**

SENIOR EXECUTIVE SERVICE (SES) CANDIDATE DEVELOPMENT PROGRAM (CDP)

Responsible Office: Human Resources

Responsible Office: Human Resources
SUBJECT: Senior Executive Service (SES) Candidate Development Program (CDP)

Approved by

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<u>April 1, 2008</u>
Date

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DOCUMENT HISTORY LOG

Status (Basic/Revision Cancelled)	Document Version	Effective Date	Description of Change
Basic	Basic	7/18/07	Basic Release
Revision	A	3/28/08	Updated document to show changes in process since Go Live: - Put in new NSSC template. - Added e-mail address in Tips section to send information to the NSSC. - Changed the responsibility of Step 4 to the SES Coordinator rather than the NSSC(SP). - Refined procedures for the ESCS Success Page.

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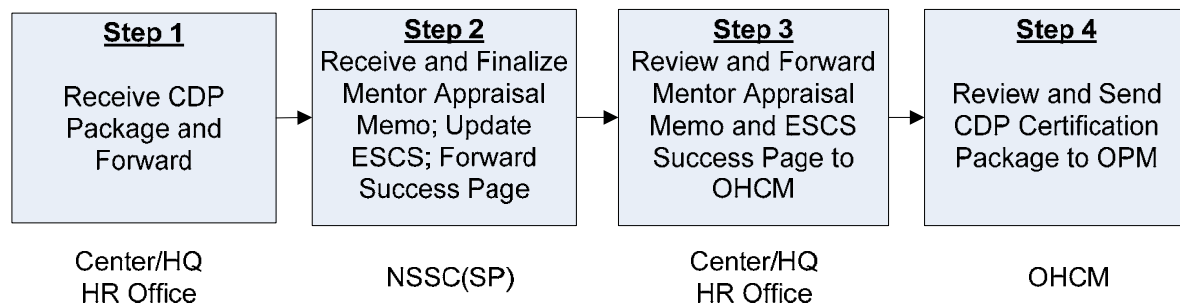| NSSC Service Delivery Guide	NSSC-HR SDG-0033　　　Revision A
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Senior Executive Service Candidate Development Program

Introduction

The National Aeronautics and Space Administration (NASA) Senior Executive Service (SES) Candidate Development Program (CDP) is a competitive program designed to develop a cadre of highly qualified men and women with a high potential for assuming executive responsibilities. The program includes feedback-intensive and mentoring components to assist in candidate development. These experiences, normally to be completed over a period of 12 to 24 months, include an Individual Development Plan (IDP), formal courses and seminars, developmental work assignments, and individual mentoring from current SES members. Upon completion of the program training requirements, the candidate is ready to apply for Office of Personnel Management (OPM) certification through an ad hoc OPM Qualifications Review Board (QRB). A draft of the mentor appraisal memo will be forwarded to the NSSC for development before being reviewed by the QRB for certification approval.

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PROCESS – Senior Executive Service Candidate Development Program

Step 1 Receive CDP Package and Forward	**Step 2** Receive and Finalize Mentor Appraisal Memo; Update ESCS; Forward Success Page	**Step 3** Review and Forward Mentor Appraisal Memo and ESCS Success Page to OHCM	**Step 4** Review and Send CDP Certification Package to OPM
Center/HQ HR Office	NSSC(SP)	Center/HQ HR Office	OHCM

Roles & Responsibilities

Senior Executive Service Candidate Development Program		
Roles and Responsibilities	Action	Tips/Notes
Step 1 **Center/HQ HR Office** Receive CDP Package and Forward	The Center/Headquarters (HQ) Human Resources (HR) Office receives the certification package from the CDP Candidate and forwards the resume and mentor appraisal memo electronically to the NSSC. **Output:** Mentor Appraisal Memo and Resume	E-mail candidate package to nssc@nasa.gov. Include 'SES CDP" and the candidate's name in the subject line. Complete Candidate Program in ESCS.
Step 2 **NSSC(SP)** Receive and Finalize Mentor Appraisal Memo; Update ESCS; Forward Success Page	The NSSC Service Provider (SP) receives the mentor appraisal package from the Center/HQ HR Office and verifies that package is complete. The NSSC(SP) will work with the candidate to edit and revise the mentor appraisal memo. The NSSC(SP) will update the Executive and Schedule C System (ESCS) to add information to the record. The final mentor appraisal memo and Success Page is submitted electronically to the Center/HQ HR Office for review. **Output:** Final Mentor Appraisal Memo and ESCS Success Page	A complete mentor appraisal package will contain the candidate's resume and the draft mentor appraisal memo. The ESCS update includes creating a Criterion B QRB Case. A copy of the QRB Case Success page will be saved electronically for submission to the Center.

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Senior Executive Service Candidate Development Program		
Roles and Responsibilities	Action	Tips/Notes
Step 3 **Center/HQ HR Office** Review and Forward Mentor Appraisal Memo and ESCS Success Page to OHCM	The Center/HQ HR Office receives the revised mentor appraisal memo from the NSSC(SP) and reviews the memo. Upon approval of the memo, the Center/HQ HR Office will notify the NSSC(SP) of the concurrence. The SES Coordinator forwards the approved final mentor appraisal memo and the ESCS Success page electronically to OHCM. **Output:** Approved Final Mentor Appraisal Memo and ESCS Success Page forwarded to OHCM. Notification of concurrence to NSSC	The SES Coordinator is responsible for ensuring that substantive changes to the mentor appraisal are discussed with/reviewed by the mentor prior to Center/HQ HR Office concurrence. SES Coordinator obtains signatures.
Step 4 **OHCM** Review and Send CDP Certification Package to OPM	OHCM receives the CDP certification package, reviews, and forwards to OPM for QRB approval. Following approval by the OPM QRB, the candidate will be officially certified for noncompetitive career appointment to any SES position for which he or she meets the professional/technical qualifications. **Output:** Package reviewed and sent to OPM	CDP Certification package includes the mentor appraisal memo and ESCS Success Page and the remaining supporting documentation from the Center/HQ HR Office. QRB certification does not guarantee placement in the SES.

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METRICS

Initiating Office/Entity	Deliverable (Output)	Receiving Office/Entity	Metric
NSSC(SP)	Final Mentor Appraisal Memo	Center	90% of finalized mentor appraisal memos for the SES CDP will be forwarded to the Center within 30 business days after receipt of a completed package (with a goal to complete and forward to the Center within 15 business days)
NSSC(SP)	ESCS Input	Center	Enter in ESCS and forward Success Page to the Center with the final mentor appraisal memo

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PRIVACY DATA

All participants involved must ensure protection of all data covered by the Privacy Act.

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SYSTEM COMPONENTS

Existing Systems

IT System Title	IT System Description	Access Requirements	IT System Interfaces
N/A			

New Systems

Generic System Title	Business Requirements for System	Access Requirements	IT System Interfaces
ESCS (Executive and Schedule C System)	OPM system tracking SES, ST, SL and Schedule C Employees throughout the Federal Government.	Internal NSSC employees	None Identified

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CUSTOMER CONTACT CENTER STRATEGY

The NSSC Customer Contact Center Service Delivery Guide provides details regarding menu positioning, routing, and escalation of inquiries for this activity.

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APPENDIX

Appendix A-SES Candidate Development Program Process Flow